



**GSA AWARD PIID: 47QFDA22F0026**

IT Help Desk Support

**IN SUPPORT OF:**

Air National Guard Readiness Center (ANGRC)

**AWARDED TO:**

22ND CENTURY TECHNOLOGIES INC.

**ISSUED BY:**

U.S. GENERAL SERVICES ADMINISTRATION (GSA)  
FEDERAL ACQUISITION SERVICES (FAS)  
REGION 11  
(CONTRACT AWARDED BY R9)  
1800 F. STREET, NW  
WASHINGTON, DC 20006

1. General  
1.1 Scope

The Air National Guard Readiness Center (ANGRC) is the central resourcing function for the Air National Guard (ANG). This task order (TO) will provide the necessary information technology (IT) help desk operational support services to campus personnel to ensure the ANGRC staff's mission capabilities.

The ANGRC IT Services Contract (AITSC) requirement will provide IT engineering, operations, maintenance, customer service, and training services to support the ANGRC and alternate locations which are classified and within one day travel of ANGRC. The contractor is responsible for ensuring the ongoing availability and effectiveness of ANGRC IT services to the end users across the campus. This requirement encompasses support of services in the event of a Continuity of Operations (COOP) activation or exercise. Locally and remotely the services align to the network services associated to the Non-Classified Internet Protocol Network (NIPRNet) and the Secret Internet Protocol Router Network (SIPRNet) systems. An estimated list of hardware systems and software systems can be found on Table 1-2 and Table 1-3 of this document. The work load for each area aligns with the number of government's systems and the work counts noted throughout the PWS. As the government transfers to new technologies, the contractor should expect one for one replacements of about 10% of equipment the listed in Table 1-2 annually. 15-20% of major equipment on Table 1-2 such as switches, servers, computers systems, VOIP and cellular phones, and major supporting infrastructure will be replaced on 3 to 5 year cycles.

Largely, the scope of work will fall under the following focus areas:

1.1.1 IT help desk Operations: Provides corrective and maintenance actions to end user devices through the engagement of customers and directorates. This engagement is done in 3 ways:

- a. In person
- b. over the phone
- c. Remotely with the use of technology

1.1.2 Network engineering and maintenance: Responsible for ensuring and maintaining connectivity to the networks. Serves as the intelligence behind necessary upgrades and expansions of data systems.

1.1.3 Project Planning and execution: Initiates and coordinates Campus wide requirement plans from end users up to DOD directed actions related to communication upgrades and changes

1.1.4 Campus Training: Familiarizes the ANGRC Campus to the available work tools. Plays an integral role in the transition of services and in the communication of change of related projects.

1.1.5 Wireless Service Administration: Serves as a focal point to receive cellular services for the campus and all cellular request actions will be administered as parts of the contract.

1.1.6 IT Asset Control: Ensures the accountability of approximately 9000 assets are documented and accounted for daily and verified annually for discrepancies. Coordinates, receives, deploys, and dispositions all IT equipment under the ANGRC account management system.

1.2 Hours of Operation

1.2.1 ANGRC core hours are 0600 – 1800, Monday-Friday excluding Federal holidays. CORs will not be available outside these hours to accept services or deliverables. The contractor shall provide the capability to perform Operations, Maintenance, Program Management, and Systems Engineering support during these hours and on call otherwise as needed to meet performance thresholds.

1.2.2 Altered work hours and workweeks may be utilized to support requirements scheduled during off-hours such as database cutovers and downtimes. Exercise support may require individuals to be realigned into flexible shift schedules which will cover the duration of working hours during a planned exercise.

1.2.3 The following are recognized US holidays. The contractor shall not perform services on these days as if they

were a weekend:

- New Year's Day: January 1st
- Martin Luther King, Jr.'s Birthday: Third Monday in January
- President's Day: Third Monday in February
- Memorial Day: Last Monday in May
- Independence Day: July 4th
- Labor Day: First Monday in September
- Columbus Day: Second Monday in October
- Veteran's Day: November 11th
- Thanksgiving Day: Fourth Thursday in November
- Christmas Day: December 25th

1.2.4 Additional federal holidays or time off declared by the President of the United States or Government employees may be given "59 minutes" early release. In these events, the contractor personnel shall seek appropriate guidance on duty location from his/her contractor supervisor. As a courtesy, the contractor should inform the TPOCs where support will be provided (i.e., contractor's site).

1.2.5 The contractor shall at all times maintain an adequate workforce for the uninterrupted performance of all tasks defined within this PWS when the Government facility/installation is not closed for the above reasons. When hiring personnel, the contractor shall keep in mind that the stability and continuity of the workforce are essential.

1.2.6 Telework is not authorized under normal operations. Telework during inclement weather or matters that are reviewed by the COR may be granted case by case.

1.2.7 Unscheduled gate closures by the Security Forces may occur at any time causing all personnel entering or exiting a closed installation to experience a delay. This cannot be predicted or prevented. Contractors are not compensated for unexpected closures or delays. Vehicles operated by contractor personnel are subject to search pursuant to applicable regulations. Any moving violation of any applicable motor vehicle regulation may result in the termination of the contractor employee's installation driving privileges.

1.2.8 The contractor shall not report to work on those days the Government or installation is closed due to inclement weather, national emergencies, or other events requiring installation closure. For official AF or base-level Family Days, or holidays granted by Executive Order, the Government is not liable for the contractor's costs incurred for work at the locale affected by the shutdown. In all cases (including normal workdays), when Government personnel are not available in the building/location of work, contractor personnel shall leave the premises but are allowed to work at the local contractor's office.

1.2.9 In the event of a crisis, services on this TO have been determined as essential and require continued support during the crisis.

1.3 Period of Performance: The period of performance for this TO is for a base year plus three option years.

#### 1.4 Security

14.1 The contractor shall comply with all applicable installation/facility access and local security policies and procedures, which may be obtained from the COR. The contractor shall also provide all information required for background checks to meet installation access requirements to be accomplished by the local installation's Security Forces, Director of Emergency Services or local Security Office. The contractor shall ensure compliance with all personal identity verification requirements as directed by DoD, Headquarters Air Force (HAF) and/or local policy. Should the Force Protection Condition (FPCON) change, the Government may require changes in contractor security matters or processes. The contractor shall:

- Comply with the Computer Security Act of 1987 and all DoD and Air Force requirements for access to sensitive, but unclassified information and classified systems.

PERFORMANCE WORK STATEMENT (PWS)  
FOR  
ID09200007

- Ensure personnel assigned under this PWS shall have at least a FINAL Secret clearance and be entered in the Joint Personnel Adjudication System (JPAS) showing proper access indoctrination before performing any work under this contract effort.
- Provide properly cleared personnel, provide security briefings, and ensure compliance by its employees with the Government or contractor security regulations.
- Comply with all administrative and security requirements to obtain a Common Access Card (CAC).
- Obtain NIPRNet and/or SIPRNet user accounts, as required by the COR.
- Return of ALL badges (controlled/restricted area, local access, building, etc.) to include CAC (if necessary) and any other Government property upon TO completion or when contract personnel no longer requires access to the installation (e.g. quits or the contract is terminated).
- Coordinate with the site POC or sponsoring organization on all security issues and to gain access to the base and all areas necessary to execute this project.
- Submit a Visit Request via JPAS to the Chief, Information Protection and/or Security Manager using the Security Management Office (SMO) code: "ANGRC CC" no later than two weeks prior to installation commencement, to allow for JPAS crosscheck of all contractor personnel being granted access to any work location. New visit requests will be submitted each time there is a change of personnel (additions/deletions) and at each contract renewal.
- Comply with established security procedures for entering an installation and its facilities, including special security procedures for entry to restricted or controlled areas. The Government reserves the right to refuse entry to any individual at any work location.
- Protect DoD information technology resources (e.g. installations, personnel, equipment, electronic media, documents, etc.) from damage, loss, theft or unauthorized physical access. The contractor shall ensure physical security is in accordance with DoDD 5200.28.

1.6.2 The contractor's employees shall become familiar with and obey the regulations of the installation; including fire, traffic, safety and security regulations while on the installation. All contractor employees shall carry proper identification with them at all times while on the ANGRC campus. Contractors assigned to helpdesk operations and the communications vault shall not bring cellular devices into the workspace. The contractor's PM shall brief all contract personnel on the personal device workspace policy.

#### 1.6.3 INFORMATION ASSURANCE

The contractor may have access to sensitive (to include privileged and confidential) data, information, and materials of the U.S. Government. These printed and electronic documents are for internal use only and remain the sole property of the U.S. Government. Some of these materials are protected by the Privacy Act of 1974 (AMENDED) and Title 38. Unauthorized disclosure of Privacy Act or Title 38 covered materials is a criminal offense.

#### 1.6.4 SECURITY CLEARANCES

There is a TS SCI clearance requirement for this contract's alternate work sites that support COOP operations. Personnel designated to support specific COOP activities (20%) shall have a TOP SECRET clearance with SCI eligibility or an interim SCI granted (as indicated in the DD254) from the Defense Industry Security Clearance Office. These personnel must have a fully adjudicated TS with SCI eligibility or an interim SCI clearance in place to be eligible for the positions.

The contractor's employees performing work locally who are granted admin access to hardware or software in support of this contract shall have been granted a SECRET clearance at minimum.

If any contracted personnel are unable to obtain a SECRET or TOP SECRET with SCI eligibility or an interim SCI clearance within 30 calendar days of initiating support under this TO, the contractor shall immediately notify the COR. Furthermore, if any contracted personnel employed by the contractor in support of this TO fail to maintain the required security clearance, the contractor shall:

- Notify the COR of this discrepancy.
- Remove the employee from the ANGRC designated site.

## 1.7 Installation/Location Access

Place of Performance is the Air National Guard Readiness Center, buildings 3500 and 3501, on Joint Base Andrews, MD. Designated personnel support will also be required for touch maintenance of IT systems and software noted on Table 1-2 and Table 1-3 of this PWS. The contractor shall support contingencies and exercises at our secondary COOP locations which are both within a day's drive of ANGRC. Secondary location requirements assigned personnel should be expected to provide approximately one week of support per month excluding contingencies.

## 2. Specific Tasks

### 2.1 TASK 1 – PROVIDE PROGRAM MANAGEMENT

The contractor shall provide on site program management support under this TO. This includes the management and oversight of all activities performed by contractor personnel, including subcontractors, to satisfy the requirements identified in this Performance Work Statement (PWS). The contractor shall identify a Program Manager (PM) by name who shall provide management, direction, administration, quality assurance, and leadership of the execution of this TO.

#### 2.1.1 The contractor shall:

- a. develop and implement a management strategy to maintain open lines of communication. make recommendations to evaluate and enhance appropriate ANGRC processes, policies, issues, etc. to improve IT support for mission and headquarters (HQ) management needs for all directed ANGRC IT infrastructure, commercial off-the-shelf (COTS) hardware and software, and specified Government off-the-shelf (GOTS) software, systems and equipment.
- b. resolve procedural issues dealing with contract deliverables across the functional areas of the contract
- c. serve as the focal point for Other Direct Cost purchase request to the government. The contractor's program management shall review and submit all request to the COR for approval within 3 days of validation of ODC requirements.
- d. perform program management duties to include but not limited to:
  1. Ensure program scope and deliverables are commensurate with duties outlined in the PWS
  2. Deliver products on schedule and within the approved budgets for assigned projects.
  3. Orally present project plans to senior leadership
  4. Serve as a communication point in response to negative customer feedback
  5. Providing a direct dialog of situational awareness to government leaders when required.
- e. inform ANGRC management of the projected and actual performance and cost variances through reports, briefings, and other regular communications (including submittal deliverables and products of the program).
- f. ensure all work under the AITSC complies with Department of Defense (DoD), Air Force (AF), and federal regulations and procedures utilizing the DoD Enterprise Service Management Framework (DESMF) as a guide to manage mission requirements. This document can be found at [http://dodcio.defense.gov/Portals/0/Documents/DESMF\\_ED\\_II\\_Signed%20Master%20May%202015.pdf?ver=2016-01-06-131450-023](http://dodcio.defense.gov/Portals/0/Documents/DESMF_ED_II_Signed%20Master%20May%202015.pdf?ver=2016-01-06-131450-023)
- f. institute management and engineering processes that comply with relevant industry standards. These include:
  - ISO 20000 and ISO 9001 series or equivalent standards.

#### 2.1.1.1 SUBTASK 1 – ACCOUNTING FOR CONTRACTOR MANPOWER REPORTING

The contractor shall report ALL contractor labor hours (including subcontractor labor hours) required for performance of services provided under this contract for the (insert component) via a secure data collection site. The contractor shall completely fill in all required data fields using the following web address: <http://www.ecmra.mil/>.

2.1.1.2 Reporting inputs will be for the labor executed during the period of performance during each Government Fiscal Year (FY), which runs October 1 through September 30. While inputs may be reported any time during the FY, all data shall be reported no later than October 31 of each calendar year. Contractors may direct questions to the support desk

at: <http://www.ecmra.mil/>.

2.1.1.3 Contractors may use Extensible Markup Language (XML) data transfer to the database server or fill in the fields on the website. The XML direct transfer is a format for transferring files from a contractor's systems to the secure web site without the need for separate data entries for each required data element at the website. The specific formats for the XML direct transfer may be downloaded from the web.

#### 2.1.2.1 SUBTASK 2- MEETINGS

For all meetings, the contractor shall be responsible for providing meeting materials, and administrative and facilitation support. Meetings will be conducted at either the ANGRC location at Joint Base Andrews, MD, or through an alternative method of communication (such as teleconferencing), as approved by the Contracting Officer's Representative (COR). The government requests the contractor have representation for the following:

- Technical Interchange Meeting (TIM),
- Integrated Project Team (IPT)
- Change Control Boards (CCB) Sync meetings for approved projects
- Base Planning meetings

#### 2.1.2.2 Project Kickoff Meeting

Within 5 business days of TO award, the contractor shall schedule, coordinate, and host a Project Kick-Off Meeting (Table 1-1 Deliverable 16) at Joint Base Andrews, MD (specific date and time to be mutually agreed-upon). The meeting will provide an introduction between the contractor personnel and Government personnel who will be involved with the TO. The meeting will provide the opportunity to discuss technical, management, and security issues, and travel authorization and reporting procedures. At a minimum, the attendees shall include Key contractor Personnel, representatives from the directorates, other relevant Government personnel, and the COR.

2.1.2.3 At least three days prior to the Kick-Off Meeting, the contractor shall provide a Kick-Off Meeting Agenda (Table 1-1 Deliverable 15) for review and approval by the Air National Guard (ANG) COR and the ANG Technical Point of Contact (TPOC) prior to finalizing. The agenda shall include, at a minimum, the following topics/deliverables:

- Points of contact (POCs) for all parties
- Personnel discussion (i.e., roles and responsibilities and lines of communication between contractor and Government)
- Staffing Plan and status
- Security discussion and requirements (i.e., building access, badges, Common Access Cards (CACs))
- Invoicing requirements
- Transition discussion
- Baseline Quality Control Plan Draft (QCP) (Table 1-1 Deliverable 23)

2.1.2.4 The Government will provide the contractor with the number of Government participants for the Kick-Off Meeting and the contractor shall provide sufficient copies of the presentation for all present.

The contractor shall draft and provide a Kick-Off Meeting Minutes Report (Table 1-1 Deliverable 17 ) documenting the Kick-Off Meeting discussion and capturing any action items.

#### 2.1.2.5 Intermittent Project Status Reviews

At the sole discretion of the Government, intermittent project status reviews may be conducted on an informal basis (by telephone or teleconference) or in person at Joint Base Andrews, MD with five days advance notice as approved by the COR or TPOC.

#### 2.1.3.1 SUBTASK 3 – PREPARE A MONTHLY STATUS REPORTS (MSR)

The contractor shall develop and provide an MSR. The MSR shall include the following:

- a. Activities during the reporting period, by task (include on-going activities, new activities, and activities completed, and progress to date on all above mentioned activities). Each section shall start with a brief

- description of the monthly accomplishments of each Task and SUBTASK .
- b. Problems and corrective actions taken. Also include issues or concerns and proposed resolutions to address them.
  - c. Personnel gains, losses, and status (security clearance, etc.).
  - d. Government actions required.
  - e. Schedule (show major tasks, milestones, and deliverables; planned and actual start and completion dates for each).
  - f. Summary of trips taken, conferences attended, etc. (attach Trip Reports to the MSR for reporting period).
  - g. Accumulated invoiced cost for each ODC and Travel CLINs up to the previous month.
  - h. The work areas of Client systems, Network operations, Project Plans, and Asset Management shall Work breakdown in hours the amount of resources allocated towards key tasks for the month in support of work areas
  - i. Review of customer satisfaction metrics
  - j. Review of trouble tickets that are still opened

#### 2.1.4.1 SUBTASK 4 – PREPARE A PROJECT MANAGEMENT PLAN (PMP)

The contractor shall document all support requirements in a PMP. The contractor shall provide the Government with a draft PMP on which the Government will make comments.

#### 2.1.4.2 The final PMP shall incorporate the Government's comments.

The PMP shall:

- Describe the proposed management approach.
- Contain detailed Standard Operating Procedures (SOPs) for all tasks.
- Include milestones, tasks, and subtasks required in this TO.
- Provide for an overall Work Breakdown Structure (WBS) with a minimum of three levels and associated responsibilities and partnerships between Government organizations.
- Describe in detail the contractor's approach to risk management under this TO.
- Describe in detail the contractor's approach to communications, including processes, procedures, communication approach, and other rules of engagement between the contractor and the Government.
- Include the contractor's draft Baseline QCP
- Include the contractor's proposed service delivery model

#### 2.1.5.1 SUBTASK 5 – UPDATE THE PROJECT MANAGEMENT PLAN (PMP)

The PMP is an evolutionary document that shall be updated semiannually at a minimum (Table 1-1 Deliverable 21). The contractor shall work from the latest Government-approved version of the PMP.

#### 2.1.6.1 SUBTASK 6 – PREPARE TRIP REPORTS

The Government will identify the need for a Trip Report when the request for travel is submitted (Table 1-1 Deliverable 22). The contractor shall keep a summary of all long-distance travel including, but not limited to, the name of the employee, location of travel, duration of trip, and Point of Contact (POC) at travel location. Trip reports shall also contain Government approval authority, total cost of the trip, a detailed description of the purpose of the trip, and any knowledge gained. Trip reports to include expense and billing shall not indicate locations or addresses of ANGRC COOP sites.

#### 2.1.7.1 SUBTASK 7 – UPDATE BASELINE QUALITY CONTROL PLAN (QCP)

The contractor shall update the QCP submitted with its proposal iaw Table 1-1 Deliverable 23 and then provide a final baseline QCP as required in Table 1-1 Deliverable 24. The contractor shall periodically update the QCP, as required in Table 1-1 Deliverable 25 or as changes in program processes are identified.

2.1.7.2 Within the QCP, the contractor shall identify its approach for providing quality control in meeting the requirements of the TO. The contractor's QCP shall describe its quality control methodology for accomplishing TO performance expectations and objectives. The contractor shall fully discuss its validated processes and procedures that provide high quality performance for each Task Area. The QCP shall describe how the processes integrate with the Government's requirements.

## 2.2. TRANSITION-IN

2.2.1 The contractor shall provide a draft Transition-In Plan as required in Table 1-1 Deliverable 26. Any changes required to the Transition-In Plan are due within 10 calendar days after the kick-off meeting. The contractor shall ensure that there will be minimum service disruption to vital Government business and no service degradation during and after transition. All transition activities shall be completed 30 calendar days after approval of Transition-In Plan (Table 1-1 Deliverable 26).

## 2.3. TRANSITION-OUT PLAN

2.3.1 The contractor shall provide Transition-Out support when required by the Government. The Transition-Out Plan shall facilitate the accomplishment of a seamless transition from the incumbent to an incoming contractor/Government personnel at the expiration of the TO. The contractor shall provide a draft Transition-Out Plan within six months of Project Start (PS) Table 1-1 Deliverable 27). The Government will work with the contractor to finalize the Transition-Out Plan in accordance with This Plan shall be reviewed and updated on an as-needed basis (Table 1-1 Deliverable 28).

2.3.2 In the Transition-Out Plan, the contractor shall identify how it will coordinate with the incoming contractor and/or Government personnel to transfer knowledge regarding the following:

- Project management processes
- Points of contact
- Location of technical and project management documentation
- Status of ongoing technical initiatives
- Appropriate contractor to contractor coordination to ensure a seamless transition
- Transition of Key Personnel
- Schedules and milestones
- Actions required of the Government

2.3.3 The contractor shall also establish and maintain effective communication with the incoming contractor/Government personnel for the period of the transition via weekly status meetings or as often as necessary to ensure a seamless transition-out.

2.3.4 The contractor shall implement its Transition-Out Plan NLT 4 weeks prior to expiration of the TO.

## 2.4.1 TASK 4 – PLANS AND REQUIREMENTS

The contractor shall assist the government in the development and execution of communication work and project plans. The ability to receive and analyze and process approximately 20 IT related requirements daily for further action is crucial. Work plans are considered jobs that will take less a cumulative of 80 hours to complete. Project plans are considered to be more complex and will consume over 80 hours and will require engineering assistance to complete. The contractor shall:

- Perform requirements analysis daily, functional analysis weekly, and integration of hardware/software and network requirements weekly, or as requested by the Technical Point of Contacts.
- Provide technical consultation with outside agencies/organizations (as needed) to ensure compliance with requirements for any systems changes.
- Evaluate projects and requirements and make recommendations as to which should be continued based upon cost savings versus benefit gain or capabilities provided.
- Use repeatable processes that integrates end-to-end engineering that shall be responsible for mission/infrastructure projects for the entire life-cycle of the program or equipment.
- Provide progress updates to all work plans and work projects on a weekly basis.
- Build actionable work and project plans to ensure complete execution and documentation of work.
- Provide closeout communication with customers at the completion of all jobs started and finished.

## 2.5.1 TASK 5 – IT Help Desk OPERATIONS AND MAINTENANCE

The contractor shall meet the following objective(s) in performance of this task:

- a. Meet IT operational requirements of approximately 1400 ANGRC users. Approximately 10% of users are considered VIP.



PERFORMANCE WORK STATEMENT (PWS)  
FOR  
ID09200007

- b. Deliver operational computers to end users within 2 days of receipt for repairing. The contractor shall ensure the end user is notified and the trouble ticket is closed upon acceptance.
  - c. Provide access to government data files that is directly traceable and verifiable to TO requirements for cost, schedule, and performance.
  - d. Provide effective management of validated IT hardware and software to end users. Requests for hardware and software are shall be tracked using a government furnished work order tool.
  - e. Resolve verified customer complaints within 2 business days of receipt (4-6 per month).
  - f. Provide a trouble ticket number for all interactions requiring touch support services
  - g. Complete a minimum of 90% of all trouble tickets presented daily. Non accomplished tickets shall be tracked and reported by the Client Systems Lead to the Director of IT Operations and the program manager. Open tickets shall be reported on the MSR.
  - h. install and test software capabilities prior to releasing computers to end users
- 2.5.2 Very Important Person (VIP) services shall be given to General Officers, Directors, Associate Directors, Command Chiefs, GS-15 personnel, and exceptions made by the Director of IT Operations. The contractor shall adhere to the Helpdesk Service Delivery Model below for users at the ANGRC

**Help Desk Service Delivery Model**

SERVICE RECEIVED	VIP Users	ANGRC Users	ALL
CAC Pin Reset	4 hours	1 day	
Software Install	2 business days after approval	5 business days after approval	
Hardware install	2 business days after approval and obtaining materials	5 business days after approval and obtaining materials for individual request	
Computer Replacement	1 business day	3 business days unless approved for delay	
Account Initialization NIPR/SIPR	1 business day upon approval	3 business days upon approval	
Mobile Device issuance	3 business days	7 business days upon approval	
Fault Resolution	Less than 8 hours if controlled by local capabilities	3 business days unless issue cannot be controlled by the contractor	
Call Center Abandonment			Less than 5%
Negative feedback by email or customer survey	Less than 2 per month	Less than 5 validated complaints per month	
Personnel Moves	5 business days or less	Within 10 business days upon approval from Director of IT OPS	
Helpdesk Intake	Within 5 min of arrival	Within 10 min of arrival to helpdesk	
Customer Follow up	every 4hrs or less	1 business day or less	
After Hours Helpdesk Support	Provide dedicated support within 2hrs of call from VIP	Provide support Within 4 hrs of non-mission critical situation. During a National Level Event support will be giving within 2 hrs.	

- 2.5.3 In support of day to day IT operations, the contractor shall:
- Provide support to all ANGRC IT equipment on the NIPRNet and SIPRNet to include virtual networks and thin clients.
- Provide availability of NIPR, SIPR and email systems over 95% during the month.
- Obtain Government approval 24 hours prior to scheduled downtime
  - Conduct support for operational acceptance testing during systems development and integration prior to components becoming part of the operational baselines in support of systems engineering, development, testing, and integration efforts for local and remote sites.
  - Fully support approximately 4 exercises and 4 contingency real-world events annually (natural and man-made disasters, war, etc.) .on a 24/7 basis as required. The contractor shall adjust to scenario developments and emergency response or exercise support as required. Events may require the contractor to work with ANGRC and other non-ANGRC entities (National Security Agency, Combatant Commands, Air Force, and other offices and agencies).

- 2.5.4 The Government shall own and retain unlimited usage rights for any software, scripts, batch files, etc. written by

contractors to aid in any IT Operations and Maintenance support.

#### 2.5.4.1 SUBTASK 1 – MONITORING

For ANGRC NIPR and SIPR physical and virtual networks, the contractor shall:

- Provide predictive problem isolation to support IT operations consistent with the level of technology in the infrastructure.
- Monitor the IT environment utilizing government furnished SolarWinds software suite of tools for security related incident (malicious code, mishandled passwords, unauthorized exposure of classified information, etc.). Events shall be reported to the Director of IT Operations within 2 hours of verification. Typically these situations occur infrequently and less than 2 times per year on average.
- Monitor daily and maintain an awareness of the environmental conditions of the IT server room. Anomalies (i.e., temperature, humidity, water, dust, etc.) shall be reported to the designated Government agent as conditions warrant. Provide a daily check sheet email of appropriate Safe guard checks to. The contractor shall take action to prevent damage and to protect the IT infrastructure unless real world mission dictates otherwise.
- The contractor's leads day-to-day insight into workflow activities and, as required, notify, and escalate more complex issues to the service delivery manager.

#### 2.5.4.2 SUBTASK 2 – SPECIALIZED SUPPORT

The contractor shall have the ability to support the planning, execution, administration, operation, and maintenance of Virtual Servers, Virtual Desktops, optical networks, and the planning and execution of transition efforts to transition current infrastructure to Infrastructure as a Service cloud model. All specialized support projects shall be assigned a project manager and a technical team capable of executing an approved project plan.

2.5.4.2.1 The ANGRC managed systems require specialized support for installation of Government approved or required modernization efforts. The contractor shall support the integration and testing of system hardware such as cabling, switches, servers, and software that will integrate or replace currently installed IT systems. NIPR, SIPR, Protective Distribution System (Network Integrity), Access Controls Systems (CCure 9000), Video Monitoring Systems (Victor Unified), Wireless Access systems (Verizon), and the installed Gigabyte Passive Optical Network (Nutanix) system require personnel that are familiar with such technologies. The maintenance and support of each of the above systems require the contractor to effectively operate and maintain day to day operations of each system.

#### 2.5.4.3 SUBTASK 3 – FIELD SERVICES

##### 2.5.4.3.1 Hardware and software Maintenance

The contractor shall:

- a. manage and maintain NIPR and SIPR system components (servers, switches, uninterrupted power supplies, Optical Network Terminals(ONT), The ANGRC supports 194 instances of CISCO hardware equipment under a current Joint Enterprise License Enterprise Agreement in support of installed passive optical network to meet critical and non-critical mission requirements.
- b. monitor ANGRC networks and systems and initiate requests through the COR as needed to provide appropriate equipment spares (at Government expense) to return covered systems, networks, and servers to operational capability.
- c. Maintain 87 standard desktop configuration (SDC) software programs for 1400 users
- d. Support the installation, configuration and maintenance of 72 specialized software programs for designated users (200 requests per year).
- e. Replace obsolete components or non-supported equipment at the Government's expense based on Government direction.
- f. Provide reports consumption usage of spare and repair parts to the COR in the Monthly Status Report (MSR).

##### 2.5.4.3.2 Deployment of IT Hardware and Software support

2.5.4.3.2.1 The contractor will coordinate hardware and software installations and upgrades occur over the life of the TO to ensure mission capabilities are maintained. Upgrades and installations are to be planned with contractor's IT plans team. The contractor's plans team shall obtain approval from the Director of IT Operations a minimum of 1 week

prior to commencing system installations or upgrades.

2.5.4.3.2.2 Hardware used by ANGRC may include hardware used to support classified COOP site locations. To support deployment at all ANGRC COOP locations, the contractor shall:

- a. Utilize a government provided SharePoint request tool to receive, process, and document all user request for COTS and GOTS software and hardware (1-2 per week).
- b. Review and Process IT hardware or software requests within 5 business days of the receipt of request.
- c. Ensure IA compliance with all security requirements associated with hardware and software implementation and maintenance.
- d. Install (including assemble, setup, configure, and test) identified system components and new configurations. Systems components identified in the technical solutions and implementation plan may include: desktop, server, appliance mission directed, and network software and hardware.
- e. Complete upgrades to existing hardware successfully as defined in approved work or project plans.
- f. Coordinate installations, changes, and moves of hardware and software with appropriate the Plans team prior to taking action (2-3 times weekly).

#### 2.5.4.3.3 IT Asset Logistics Support

2.5.4.3.3.1 To support logistics, the contractor may use personnel without a secret clearance but they must pass and have a current national background check. Personnel will be granted limited network access. Personnel who have designated access to government IT asset systems shall have a secret clearance. The contractor shall:

- a. maintain inventory control/management until Equipment Custodian (EC) or COR acceptance of approximately 9000 items.
- b. ensure all accountable IT items are accepted on another EC account before release (3-6 times daily).
- c. dispose of all packing and waste material IAW ANGRC, AF, and DoD guidance (4-6 pallets per month).
- d. dispose of all hardware and software products using processes and checklists that comply with applicable laws and Government policies.
- e. Complete and annual accounting and monthly accounting of 10% for all trackable assets IAW applicable policies and laws.

#### 2.5.4.3.4 IT Asset Inventory Reporting

The contractor shall report in the MSR the following areas of asset control:

- a. Received Assets
  1. Quantity of assets received
  2. Types of assets received
  3. The origin of the assets received and what was entered into DPAS
  4. The project affiliation of the received assets
- b. Transferred Assets
  1. Quantity of transferred assets
  2. Types of assets
  3. The destination of the assets transferred.
  4. The project affiliation of the transferred assets
- c. Inventory Status
  1. Percentage of directorates completed
  2. The amount of time late and percentage of delinquent accounts
  3. Training Status
  4. Number of personnel trained
  5. Number of directorates that have trained Primary and Alternate property custodians
  6. Percentage of directorates who do not have fully trained Primary and Alternate property custodians

- d. Status of Equipment Disposal
  - 1. Number of assets physically prepared for disposal
  - 2. Number of IT assets requiring disposal

#### 2.5.4.3.4 IT Asset Inventory Control

The contractor organize and properly maintain ANGRC wide inventory to include warehouse IT equipment (approximately 9000 items) within the approved IT inventory system. The following items shall be documented IAW approved Air Force approved system:

- a. Type of Asset
- b. Serial Number
- c. Cage Code
- d. Part number
- e. Model
- f. Model description
- g. Owning Match Comm
- h. Status code
- i. Condition Code
- j. Device Code
- k. Device Description
- l. Hardware type
- m. account
- n. Pilferable
- o. Owner Code
- p. Purchase Cost conus/oconus
- q. Purchase date
- r. order number
- s. CLIN Number
- t. Maintenance Type
- u. Maintenance Vendor/Name/POC/Contract number/Contract date/ Contract CLIN
- v. Warranty number
- w. Radio frequency identification (RFID), and network log-on or use records using network auto-discovery tools and ensure complete information are on the equipment labels.

#### 2.5.4.3.5 Asset disposition

2.5.4.3.5.1 The contractor shall utilize DoDD 5134.12, DoDI 4140.01, DoDI 4160.21, and DoDM 4160.28 for procedural guidance of disposition of equipment.

2.5.4.3.5.2 The contractor shall use Turn-in Documentation Smart Book designed by Defense Logistics Agency (DLA) to as a guide to documentation requirements for common property turn-ins to DLA Disposition Services disposal sites.

2.5.4.3.5.3 The contractor shall use the DLA Form 2500 label when dispositioning computers. The form shall be completed IAW DoDM 4160.21, Volume 4, Enclosure 3.

2.5.4.3.5.4 The contractor shall maintain physical or electronic disposition receipts, records, or logs of materials that have been transferred to DLA

2.5.4.3.5.5 The Contractor shall complete a DD Form 1348-1A for dispositioned items shall be filled out with IAW DLA's guidance <http://www.dla.mil/DispositionServices/Offers/Disposal/turnin/usable.aspx>

2.5.4.3.5.6 The contractor shall collect assets and prepare each for disposition. The contractor will conduct approximately 12 large scale Defense Logistics Agency (DLA) dispositions annually. The contractor should expect that there will be a 15% ingress and egress rates of all trackable IT equipment. The times for disposition of materials will

vary based on schedule and availability of DLA services.

2.5.4.3.5.7 The contractor shall conduct the following repeatable tasks in a standardized manner:

- a. Organize assets in a predetermined warehouse space after collection.
- b. Prepare assets and documents and place them on pallets, or tri-walls for final disposition.
- c. Dispose packing materials using the JBA base recycling center.
- d. Organize assets according to functions and planned projects.
- e. Account for returned assets and update the inventory records
- f. assist directorates in conducting physical IT Asset inventories for actual existence, locations, and quantities in accordance with AFMAN 17-1203.
- g. Coordinate with Primary ECO and/or property custodians to ensure all IT assets are physically and properly accounted for annually.
- h. Correct inventory deficiencies, such as incorrect locations or unrecorded property items and properly record in the inventory system.
- i. Produce disposition service recommendations using DLA guidance.

2.5.4.3.6 Work Environment and related common duties

2.5.4.3.6.1 The contractor shall maintain a safe work environment for operations to include:

- a. Incorporate a daily routine to insure the floor space is safe to walk.
- b. Store no items over 50lbs above 10ft
- c. Utilize 2 or more personnel to lift items over 50lbs
- d. Use Government lift systems safely. Lift systems shall not be overloaded IAW with the manufactures recommendations.

2.5.4.3.6.2 The contractor shall conduct and complete a safety walk around check daily or prior to use of any equipment.

2.5.4.3.6.3 The contractor shall have personnel available for assistance to end users from 0700 to 1700.

2.5.4.3.6.4 The contractor shall travel to DLA, NSA, or approved COOP sites with a Government POC to support disposition or movement of inventory (2-3 times per quarter).

2.5.4.3.6.5 The contractor shall remove, account for, and destroy hard drives from all computers prior to disposition (20-30 per month).

2.5.4.3.5.6 The contractor shall assemble computers if required to include batteries, hard drives, memory, and removable hard drive chassis (200 per year).

2.5.4.3.6 IT Property Custodian Training

2.5.4.3.6.1 The contractor shall assist the government in facilitating annual training to approximately 35 Property Custodians (4 times per year). The government will create, edit and provide the contractor with required training to facilitate.

2.5.4.3.6.2 The contractor shall maintain records of attendance. The contractor shall report for accountable training events in the Monthly Status Report.

2.5.4.3.6.3 The contractor shall maintain a current list of identified and trained directorate Property Custodians (PC) and provide an updated copy for each monthly status report.

Service Request	VIP Users	ANGRC Users	Directorates
ONT Replacements	Same day	Within 3 days	
Software Requests review	2 business days or less	5 Business days or less	

PERFORMANCE WORK STATEMENT (PWS)  
FOR  
ID09200007

Hardware Requests review	2 business days or less	5 Business days or less	
Inventories control			10% per month

#### 2.5.4.4 SUBTASK 4 – SERVICE CENTER

The contractor shall operate a single IT Service Center capability to coordinate all customer maintenance and service issues and requests. The ANGRC has approximately 1300 concurrent users. The ANGRC utilizes categories of priority. The categories noted as ANGRC Staff and VIP staff. VIP Staff are General Officers, Directors, Associate Directors, Command Chiefs, or positions with an agreed need for priority. VIP staff is approximately 10% of personnel and shall receive end user support priority support.

##### 2.5.4.4.1 Service Center Operations

- a. The contractor shall provide ANGRC with a Service Center as the single point of contact, available for assistance to correct IT issues.
- b. For all identified ANGRC IT systems, covered networks, and components, the Service Center shall:
  1. Provide assistance in person service IT technical support.
  2. Collect information for IT Systems not serviced by the service center and act as an intermediary between the ANGRC customer and an outside IT service provider.
  3. Field trouble calls and assistance requests and coordinate IT support required to sustain and enhance ANGRC's infrastructure and the mission-critical GOTS systems.
  4. Provide every customer a trackable trouble ticket number.
  5. Maintain the ability to track open tickets.
  6. Provide first visit resolution at a rate of over 90% or better. Document fix actions and lessons learned for future similar situations.
  7. Perform services such as user password resets (10 per day) and CAC/token PIN resets requested by end users.
  8. Create, update, and delete user and system accounts IAW the ANGRC processes. Approximately 15 account actions daily
  9. Use Government provided automated tools (currently Remedy and SharePoint)) for service requests.
  10. Assign a point of contact for each trouble call for follow-up purposes.
  11. Provide VIP end users (Generals, Directors, Deputy Directors, and Commander's Staff) ticket continuity of who will support their issue to resolution
  12. Develop and maintain standard procedures for all common repeatable tasks (i.e. computer issuance or print management) or as required by the Government.
  13. Maintain workflow status information for accuracy and currency and make the information available to customers to include description of the fix action, estimated time of completion, and responsible POC.
  14. Report workflow statuses weekly to the Director of IT operations for ongoing tasks, projects, and trouble tickets opened that exceed 5 work days

#### Service Center Operations Delivery Model

SERVICE	VIP Users	ANGRC Users	ALL
Account Generation	2 business days or less total time expended	2 business days after all approvals or made in the Government furnished Network Access Management tool	
Technical Support	In person within 1 hour during regular business hours	Within 4 hours during regular business hours	
Ticket Numbers for service			Provide a Servicing ticket number to all members that do not receive immediate resolution within 1hour of notification.
Feedback survey			Requested from staff at the

PERFORMANCE WORK STATEMENT (PWS)  
FOR  
ID09200007

			conclusion of the service given
Standard Service Center Procedures			Posted for Members to see and understand the support process

#### 2.5.4.5 SUBTASK 5 – END USER PROVISIONING

2.5.4.5.1 The contractor shall implement a documented and approved procedure to manage, maintain, and administer end-user computing devices (to include: PCs, Virtual Desktops, tablets, laptops) and peripherals (to include: printers, plotters, scanners, keyboards, mice, monitors, CAC readers) to meet operational availability and mission requirements. Standard End Users shall be provided all desktop support needs within 2 work days after the submission of network access approval. Specialized users requiring licensed software shall be completed within 5 days of specialized software or hardware receipt.

2.5.4.5.2 Desktop Administrators shall have a final Secret security clearance at minimum. Additional clearances may be required as detailed in the DD Form 254 for access to specific computers or systems associated to COOP operations.

2.5.4.5.3 The contractor shall develop and perform common procedures for all desktops and workstations that shall encompass functions such as:

- a. Adding and configuring new computing devices and peripherals (3-5 per day).
- b. Setting up and maintaining administrator accounts (3-5 per week).
- c. Installing system-wide software while complying with security policy/procedures and using automated packaging whenever possible (5-10 per week).
- d. Conduct file management, including management, backup, and restoral of shared drive resources (daily).
- e. Allocating and managing storage space on virtual servers, hard drives, and profiles.(weekly)
- f. Monitoring all desktop systems to load and verify software and patches and to provide system metrics as requested (weekly)
- g. Performing preventive maintenance on Servers, Switches, Uninterruptible Power supplies, Desktop and Laptop computers (weekly)
- h. Diagnosing, repairing, upgrading, replacing or adjusting defective, broken, and damaged components such as batteries (daily).
- i. Installing existing approved software for individual PCs, workstations, and clients. Existing software is software where the Government owns license or rights to install and operate (daily).
- j. Upgrading existing client software and operating systems when required or, as new releases are available and approved for installation (5-7 per month).

#### Provisioning Service Model

SERVICE	VIP Users	ANGRC Users	ALL
Adding, removing, or configuring peripherals	Same day as request	2 business days after all approvals or made in the Government furnished Network Access Management tool	
Specialized software/hardware installation	In person within 2 days upon receipt of the supply	In person within 5 days upon receipt of the supply	

#### 2.5.4.6 SUBTASK 6 – SERVER ADMINISTRATION

The contractor shall develop and implement standard operating procedures to manage, maintain, and administer all system support elements including hypervisors, physical and virtual servers, and storage services to meet mission requirements. Server administration procedures shall be reviewed semiannually for updates and approvals.

2.5.4.6.1 The contractor shall develop, document, and implement common procedures for all servers that shall encompass at a minimum these functions:

- a. Adding and configuring new servers and storage equipment. (4-5 per month)
- b. Setting up and maintaining Local Area Network (LAN) and Wide Area Network (WAN) administrative accounts (weekly).
- c. Installing and updating system-wide software during approved maintenance periods while complying with security policy/procedures (weekly).
- d. System file management. Manage system files for operation such as scripts, backup files, and server image files that are used to setup computers (daily for majority of identified servers).
- e. Allocating and managing storage space (daily).
- f. Performing backups and restores (weekly).
- g. load and performance monitoring, to include monitoring all system components to identify potential problem areas and assisting in devising targeted metrics to assess system performance on an ongoing basis (daily).
- h. Performing and corrective preventive maintenance on local and remote IT servers and network switches during Director of IT approved maintenance periods (1 per month)
- i. Providing support for all end user change requirements including all administrative changes on the servers, routing table updates and access control list changes (daily support).
- j. Providing services (including access control services) to allow the user to store and retrieve files on shared, controlled access storage media (daily).
- k. Creation, deletion, modification, maintenance, backup, and recovery of Structured Query Language (SQL) databases (monthly under the approval of the Director of IT operations).
- l. Upgrading existing server programs, applications, and operating systems approved for installation(quarterly or by direction from DOD derived taskings).
- m. Comply with the service delivery model below in Subtask 9 that combines services in Subtask 6, 7, 8, and 9.

2.5.4.6.2 Systems Administrators shall have a Final Secret security clearance at a minimum. A minimum of two System Administrators with a TS SCI clearance. Administrators required to support the development and maintenance of the ANGRC's continuity of operations site and are elevated server rights shall require a TS SCI clearance for support of operations.

#### 2.5.4.7 SUBTASK 7 – HARDWARE, SOFTWARE, AND FIRMWARE INSTALLATION, MAINTENANCE, UPGRADE, AND DEPLOYMENT

The contractor shall:

- a. perform all hardware, software, and firmware upgrades IAW an approved work order or work project plan.
  1. Hardware, software, and firmware versions/upgrades shall be installed and maintained IAW industry best practices and IAW DoD standards and regulations (weekly).
  2. The contractor shall coordinate all hardware, software and firmware versions/upgrades with applicable Government PMs, FMs, and service delivery managers (weekly).
- b. provide AITSC personnel with applicable specialized system administration training as recommended by the manufacturer of their systems.
- c. Coordinate with outside contractors, vendors, and support desks as needed for hardware and software support required to maintain, upgrade, or evaluate the status of supported firmware, software, and licenses (Nutanix, BlackBox, Tellabs, Solarwinds, Cisco, and other COTS products) (1-2 times per month).
- d. Assist Nutanix, BlackBox, Tellabs, Solarwinds, Cisco, and other COTS products contractors with deployments of infrastructure such as locating switches, servers, and cabling. This assistance is centered on providing access to spaces, access to the identified systems, and information sharing to ensure risk to operations is minimized (2-4 times per quarter).
- e. use automated means to deploy software (packaging) when applicable (2-4 times per month).
- g. Comply with the service delivery model below in Subtask 9 that combines services in Subtask 6, 7, 8, and 9.



#### 2.5.4.8 SUBTASK 8 – NETWORK SERVICES

The contractor provide operational support services. ANGRC Network Services include:

- a. Commercial network connections provided by Verizon, Comcast, AT&T, and others the Government contracted with during the performance period.
- b. ANGRC Unclassified network (NIPRNet)
- c. ANGRC Secret network (SIPRNet)
- d. Separate standalone networks such as Public Affairs, CCURE 9000, ANG Decision Support System, and local training suites

##### 2.5.4.8.1 Network Operations

In support of network operations, the contractor shall:

- a. manage, operate, maintain, and administer network components to meet operational, availability, and mission requirements as noted in Table 1-2.
- b. implement load and performance analysis and monitoring to:
  1. identify potential problem areas
  2. provide assistance in devising targeted metrics to assess network performance on an ongoing basis
  3. assist in capacity planning
  4. eliminate bottlenecks in the network.
- c. provide interoperability with external networks..
- d. perform IP address management through Dynamic Host Configuration Protocol (DHCP) and Domain Name Server (DNS) services.
- e. perform switching and routing table configuration
- f. conduct weekly maintenance after normal work hours to include network patches, updates and scans of network
- i. Comply with the service delivery model below in Subtask 9 that combines services in Subtask 6, 7, 8, and 9.

##### 2.5.4.8.2 Infrastructure

The contractor support the currently installed with Passive Optical Network Systems (PON) infrastructure. The contractor supporting this task needs a firm understanding of (PON) and Virtual Desktop Infrastructure systems and how their staff can support as required. The contractor shall support will include: pulling, splicing, installing, terminating and troubleshooting ANGRC copper and fiber infrastructure IAW ANGRC policies, industry best practices, and to timelines agreed to by the TPOC. Additional responsibilities of the contractor shall include:

- a. support for all end user change requirements including installation, removal, and changes of IT cabling (copper and fiber) for all non-SCI networks (1-2 per quarter).
- b. assistance in troubleshooting of network incidents in relation to potential infrastructure issues (monthly).
- c. maintenance of electronic documentation of the cable layouts for ANGRC networks (1 per quarter with assistance of assigned configuration manager) .
- d. electronic documentation of work completed for change requests and incidents. Documentation shall be completed prior to closing out change request tasks and incidents (1-2 per quarter)
- e. assistance in site surveys in order to provide engineering teams correct materials, tools, bill of material estimates, etc. needed to complete projects (3-4 per quarter)

#### 2.5.4.9 SUBTASK 9 – DATABASE SERVICES

The contractor shall:

- a. Maintain operational capabilities of platform databases (currently Microsoft SQL Server), and any new or updated database technologies required by the Government at indicated in Table 1-1 (daily).
- b. The contractor shall support transitional upgrades i.e. database upgrades required to move from Microsoft 2012 database servers to Microsoft 2016. These actions will require substantial planning efforts with entities such as DISA, Host Base, Air Force providers, or Cloud providers (1-2 per quarter).
- c. Provide temporary or permanent database instances for testing patches or upgrades of ANGRC specific database supporting ANG-DSS development services (2-4 times per year).
- d. complete and retain database backups during planned maintenance windows in order to meet 4 hour restoral

PERFORMANCE WORK STATEMENT (PWS)  
FOR  
ID09200007

requirements (2-4 times per month).

- e. perform a partial and/or complete restoral of database and/or the database environment after loss of power, crashes, or large scale unplanned failures (1-2 per year).
- g. perform permissions, account management and authentication (3-6 weekly)
- h. provide on-site in person data recovery response to catastrophic database loss within 4 hours after a power loss, server crash, or database failure (1-2 times per year)

Task	Standards	Exceptions
Weekly Patches	Completed Weekly after normal work hours	National Level Events
Network updates	Completed Weekly after normal work hours	National Level Events
MTO's	Completed within the time allotted in the message requirements	Noted and approved by the Director of IT Operations
Server Recovery	Restored or escalated within 4 hours of alert	National level events or approved by the Director of IT operations
Account Credential Maintenance	Validated Quarterly, Updated within 4 hours of new credentials	
Network Documentation	Created or updated within 30 days of network changes or notification of missing documentation	
Standard Operating Procedures	Created or updated with 14 days of new implemented processes or notification of missing documentation	
Network Status Reports	Completed at the beginning of the day no later than 0700 and end of each work day no earlier than 1 hour before the day's conclusion.	National level events or approved by the Director of IT operations
Infrastructure Configuration Backups	Completed a minimum of 1 time per month	National level events or approved by the Director of IT operations

- i. provide management monitoring, access control, backup, and general maintenance of the operating systems and layered database products. (Daily)
- j. maintain operational backups and media for a set durations IAW program manager direction (weekly).

**Server Administration, Infrastructure, Network Services and Database Services Delivery Model**

**2.5.4.10 SUBTASK 10 – VOICE SERVICES**

The contractor shall:

- a. Voice over Internet Protocol Services (VoIP)
  - manage day to day services for approximately 1300 VoIP phone voice mail boxes by:
    - setting up individual and group mailboxes and maintaining their security (10-15 daily)
    - monitoring capacity and licenses (weekly)
  - manage trunk capacity local, long distance and lease network trunk lines by:
    - recommending and implementing changes (weekly)
    - working with 744th and 844th base planners and operators (daily)
  - perform routine maintenance by:
    - monitoring voice system for abnormalities and potential problems (weekly)
    - restoring phone capabilities for approximately ANGRC personnel (40-50 per week)
    - escalating unresolved end user and system failures to service providers at the 744th/844th Comm Squadron (weekly)
    - scheduling maintenance windows to purge faults and correct issues
  - activate and deactivate SOIP phone ports (10-15) per month
  - The contractor shall provide end user support by:
    - issuing, installing, and configuring new telephone sets including cable patching and PBX/ACD phone switch programming (300-500 per year).
    - transferring end-users telephones locations to new work spaces after approval (6-10 per month)

- educating end-users about proper usage of available features, such as call transfers, conferencing, etc. (daily operations and adhoc)
- b. Cellular Services
  - Provide end users the following cellular services:
    - Issuance of 600 total cellular devices to end users. The ANGRC currently has approximately 600 mobile devices to include smart phones, iPads, MIFI's and machine to machine wireless access points.
    - Provision users mobile phones for email capabilities using Defense Information Systems Agency (DISA) or Air Forces mandated processes.
    - Maintain working accountability of current cellular devices to include name of customer, customer directorate, phone number, IMEI number, serial number, and device type.
  - Reformat cellular devices for reuse when returned by end users (4-6 per week).
  - Process all cellular request using a local Mobility request tool to ensure accountability of cellular issued devices (10-15 per week).
  - Inform the COR when support supplies such as covers, chargers, keyboards, and stylus pens fall below an agreed bench stock level ( 2-3 times per year). The Government will order and purchase supplies based upon request.
  - Meet the Telcom and Mobile Device Service Delivery model below

#### Mobile Device Service Model Delivery

Service	VIP Users	ANGRC Users	Periodicity
Desk Phone Service	Support provided within 1 hour of request during normal business hours	Support provided within 1 business day of request during normal business hours	
Desk Phone Move	Completed within 4 hours of allotted approved time	Completed within 1 week of request approval	
Mobile Phone Replacement	Processed same day during business hours	Within 3 days	
MIFI Requests	Processed same day during business hours	5 Business days or less	
IPAD Requests	2 business days or less	5 Business days or less	
Document and verify available Inventory of Cellular Devices			Monthly
Document receipt of returned devices	Processed same day during business hours	Processed same day during business hours	

## 2.6 TASK 6 – ENGINEERING

The contractor shall:

- provide engineering, testing, and implementation/integration services for maintenance of all IT infrastructure (weekly).
- provide engineering support related to workflow projects. Workflow is defined as those IT tasks that are repeatable such as, software pushes, printer/PC installs, and planned equipment upgrades (monthly).
- provide ongoing engineering, testing of in house solutions prior to integration and implementation for approved IT projects (weekly 2-3 times)
- develop technical solutions, test and integrate solutions for projects approved by the Government engineering

- oversight organization and IT governing organizations (daily).
- be responsible for managing, engineering and implementing life-cycle replacement projects, including technical refresh, IAW the IT Roadmap (weekly updates).
- Use government interfaces provided for user submission of requirements, purchases, and hardware/software research for approved projects.
- Submit purchase requests to be requisitioned for the government to the approving authorities within three business days of requirement validation, and delivered to the customer within ten business days when feasible.
- An installation date shall be arranged with the user for delivery and installation.
- track large scale (3 months or more) infrastructure projects using MS Project or equivalent.

#### 2.6.1 SUBTASK 1 – SYSTEMS ENGINEERING

The contractor shall:

- implement and utilize systems engineering processes consistent with industry standards and compliant with DoD standards and Air Force Information Network (AFIN) architectures and policies. In the event of a conflict between industry standards and Government standards, the Government will decide which takes precedence.
- develop technical solutions that are clear, concise, comprehensive, and follow timelines laid out in an IMS.
- throughout the entire system development and technical solution process, maintain the IT infrastructure as a common, flexible architecture with enhanced mission and Headquarters management capabilities.
- generate and provide decision inputs (e.g., cost, risk, technical feasibility) for TPOC approval of the technical solution or next level of development, at each stage of system development and as necessary.
- ensure installations and upgrades occur over the life of the TO to meet mission requirements and SLAs.
- Finalize installations/upgrades as defined in approved work plans associated project/program plan or technical solution. Submit finalized configuration changes to the government TPOC no later than 7 business days after completion

#### 2.6.2 SUBTASK 2 – REQUIREMENTS ANALYSIS, FUNCTIONAL ANALYSIS, AND TECHNICAL CONSULTING – N/A

#### 2.6.3 SUBTASK 3 – SOLUTION DEVELOPMENT

The contractor shall:

- transform outputs from requirements analysis, functional analysis, and synthesis into technical solutions consistent and interoperable with current and future system baselines and architectures.
- for all applicable technical solutions, develop drawings and documentation for new system proposals and update existing drawings (network, cable, etc.) and documentation for existing systems. All products created or updated shall be maintained by the contractor. All drawings and documentation shall be provided to the ANGRC Configuration Manager available for viewing by the Government online only on ANGRC networks and shall remain the property of the Government.
- develop technical solutions that ensure an appropriate level of standardization consistent with AFIN architectures, infrastructure, and security requirements. Any deviations shall be presented to the Government for final approval.
- adhere to configuration management processes when affecting changes to the operational baselines.
- ensure all technical solutions address required security, DoD policy compliance, maintenance, training, and Concept of Operations (CONOPS) implications.
- develop and deliver detailed technical solutions, covering the entire spectrum of changes to existing configurations, for approval by Government TPOCs. These technical solutions shall include clearly articulated:
  - total cost of ownership (TCO) including recurring and future expenditures for licenses and support.
  - schedule.
  - sustainment requirements.
  - implementation plans (to include changes to existing systems and complete transitions to new systems).
  - implement technical solutions which satisfy documented and approved customer requirements and integrate into existing infrastructure as required.
  - evaluate and modify Government provided technical solutions to integrate into the ANGRC environment.

#### 2.6.4 SUBTASK 4 – SOLUTION TESTING

The contractor shall:

- provide integration testing services to ensure operational functionality and compatibility with ANGRC infrastructure.
- test new and upgraded components such as laptops, desktop, switches, printers, and peripheral equipment in an operationally relevant environment during solution development. Each component must pass testing or have shortcomings documented and approved by Change Control Board to becoming part of the operational baseline.
- provide integration testing services including mission functional and standard server operating environments for directed system testing.
- these services shall be IAW TPOC directed breadth and depth necessary to validate functionality of new and changed components prior to production integration.

#### 2.6.5 SUBTASK 5 – INTEGRATION

The contractor shall:

- ensure that unique and separate systems and components are able to coexist and interface, when appropriate without negatively affecting each other for all directed ANGRC IT Infrastructure COTS hardware and specified COTS and GOTS software, systems and equipment.
- monitor and continuously analyze the infrastructure and document changes to the infrastructure and associated interfaces as IT capabilities change and CONOPS and missions evolve.
- participate in early-on integration planning with other Government or contractor entities, for the purpose of identifying/resolving integration issues.
- install (including assemble, setup, configure, document, and test) new configurations as specified in technical solutions and implementation plans.

#### 2.7 TASK 7 – TRAINING

2.7.1 The contractor shall provide bi monthly training opportunities to the end-users as requested. The training shall include both the traditional instructor-led classroom training as well as online training. The training shall cover a wide range of IT-related topics from usage of COTS and Government-specific products to security awareness. To support the training requirements, the contractor shall provide full time training support to:

- Solicit training needs from 10 ANGRC directorates
- Develop training curriculum and materials to include on-line training
- Manage enrollment
- Schedule training rooms and sessions
- Keep track of staff training records

2.7.2 The contractor shall ensure that its members are properly trained or have a local capability to be trained on the use the IT tools provided to them. To support the training mission, the contractor shall:

- Conduct assessment of user training requests
- Schedule and/or conduct classes with agreement of the COR to enhance a functional groups' technical proficiency
- Maintain detailed records of training plans, designs, and feedback
- Develop and submit operational training documents for approval in support of ANGRC network related procedures monthly (2-3 documents), training aids to assist end users monthly (4-5 documents), and monthly leaflets that socialize planned changes to the campus IT environment ( 1-2 documents).
- Answer trouble tickets for training related issues

2.7.3 The contractor shall conduct training on materials provided by the Government that may consist of the following:

- Microsoft Office products (Word, Excel, Outlook, etc.)
- Microsoft Project
- Adobe Acrobat
- Task Management Tool (TMT)

PERFORMANCE WORK STATEMENT (PWS)  
FOR  
ID09200007

- ANGRC processes to include Help Desk work-flows, monthly ANGRC orientation, and equipment operation.

2.7.4 The contractor shall be responsible for the ANGRC Training site, posting resources that are purchased or locally-created by the contractor.

2.7.5 The contractor shall research and identify video production software for customer-purchase, in order to create short training packages that address common training or emergent training requests. For the onsite classes, the contractor shall prepare handouts and lesson plans, prepare computers for use by students, and help with registration for each class. On-site classrooms will be provided by the Government. The contractor may cancel a class when three or fewer students are registered. Otherwise, the class will be conducted, except in an emergency situation. If a class is cancelled, either for an emergency or because of a lack of students, the contractor will notify the students and help them to obtain the training during another scheduled session.

2.7.6 The approximate classroom training days are 12-15 days per year provided monthly with an annual range from 50 to 60 training sessions.

### 3.0 Performance Requirements Summary (PRS) / Acceptable Quality Levels (AQLs)

The following schedule of milestones will be used by the COR to monitor timely progress under this TO. The following abbreviations are used in this schedule:

All references to days: Government Workdays. Deliverables are due the next Government workday if the due date falls on a holiday or weekend. The contractor shall deliver the deliverables listed in the following table on the dates specified:

**Table 1-1**

DEL. #	MILESTONE/ DELIVERABLE	STANDARD	Acceptable Quality Level
01	Complete user account provisioning	No later than 2 business days after approval IAW 2.5.4.5.1	No less than 90% unsubstantiated late entries per month
02	Produce standard procedures to manage, maintain, and administer all system support elements including hypervisors, physical and virtual servers, and storage services to meet mission requirements	180 days post contract acceptance and reviewed and updated every 6 months after.	100% compliance,
03	Provide on-site in person data recovery response in response to catastrophic database loss	Within 4 hours after a power loss, server crash, or database failure has been identified.	100% compliance
04	Process End User Hardware and Software requests	Within business 5 days of request in government provided SharePoint tool.	No less than 95% request within 5 business days.
05	Provide engineering and implementation of life-cycle projects updates, including technical refreshes	Submit email updates on Monday to TPOCs and the COR as project progresses weekly	No less than 90% over each quarter
06	Process cellular request using a local ANGRC Mobility request tool	Within 5 business days of approval receipt	No less than 90% of the time
07	Submit purchase requests to the approving authorities (COR)	Within three business days of requirement validation iaw 2.1.1 (b)	No more than 5 late submissions per quarter
08	Generate and provide decision inputs (e.g., cost, risk, technical feasibility) for TPOC approval	5 days prior to next stage of project plan commencement. iaw 2.6.1	No more than 4 late submissions semiannually
09	Submit finalized configuration changes to the government TPOC	no later than 7 business days after completion iaw 2.6.1	No more than 4 late submissions semiannually
10	Submit deviated technical solutions not consistent with AFIN architectures, infrastructure, and security requirements.	Present to the Government for final approval within 3 business days of solution proposal iaw 2.6.3	No more than 4 late submissions semiannually

PERFORMANCE WORK STATEMENT (PWS)  
FOR  
ID09200007

11	Submit operational training documents for approval in support of ANGRC network related procedures	within 2 working days of agreed deadlines	No more than 4 late submissions annually
13	VIP support services rendered report	VIP tickets closed within one business day	No less than 95% closure rate per week
14	Monthly MSR Customer survey report results using approved survey	Complete a minimum of 25 responses and 90% positive	100% required
15	Kick-Off Meeting Agenda	At least three days prior to the Kick-Off Meeting	Any discrepancies are corrected within a day
16	Kick-Off Meeting	Within five business days of TOA	Any discrepancies are corrected within a day
17	Kick-off Meeting Minutes & Report	Within 15 days of Kick-off Meeting	Any discrepancies are corrected within a day
18	Monthly Status Report Meeting	Monthly	Any discrepancies are corrected within a day
19	Monthly Status Report Meeting Minutes	Within 5 days of Monthly Technical Status Meeting	Any discrepancies are corrected within a day
20	Draft Project Management Plan (PMP)	30 days after task order award. All corrections must be made within 30 days after Government review and comment of the draft PMP.	Any discrepancies are corrected within a day
21	Project Management Plan Updates	Monthly or as project changes occur	Any discrepancies are corrected within a day
22	Trip Report(s)	Within 5 days following completion of each trip	No less than 95% compliance each quarter
23	Draft Baseline Quality Control Plan	Due at Kick-Off Meeting	Any discrepancies are corrected within a day
24	Final Baseline Quality Control Plan	10 days after receipt of Government comments	Any discrepancies are corrected within a day
25	Quality Control Plan Updates	As changes in program processes are identified	Any discrepancies are corrected within a day
26	Draft Transition-In Plan	Due at Kick-Off Meeting	Any discrepancies are corrected within a day
27	Final Transition-Out Plan	10 days after receipt of Government comments	Any discrepancies are corrected within a day
28	Updated Transition-Out Plan	Updated as needed	Any discrepancies are corrected within a day



PERFORMANCE WORK STATEMENT (PWS)  
FOR  
ID09200007

The contractor shall mark all deliverables listed in the above table to indicate authorship by contractor (i.e., non-Government) personnel; provided, however, that no deliverable shall contain any proprietary markings inconsistent with the Government's data rights set forth in this TO. The Government reserves the right to treat non-conforming markings in accordance with Defense Federal Acquisition Regulation Supplement (DFARS) 252.227-7015.

The computing environment is primarily Microsoft operating systems running over a Passive Optical Network. Additionally, a large portion of our servers and software is running on top of VMWare solutions. The transport infrastructure is comprised of a mix of vendors including, but not limited to, Cisco, Avaya, Juniper, Aruba, and Tellabs equipment. The table below represents the current environment estimate. The actual environment is subject to change as the ANGRC removes or adds hardware to maintain mission readiness over the period of the contract.

**Table 1-2  
Hardware  
supporting  
the ANGRC**

Hardware	FY-20	FY-21	FY-22	FY-23	FY-24
Desktop Computers	350	500	500	500	500
Laptop Computers	1300	1200	1200	1200	1200
Networked Printers	100	100	20	20	20
Standalone Printers/Plotters	20	20	30	30	30
NIPR Network	2	2	2	2	2
SIPR Network	2	2	2	2	2
Network Servers	120	120	120	120	120
Switches	75	75	75	75	75
CISCO Routers	10	10	10	10	10
Optical Switches	100	100	100	20	20
Virtual Servers	100	100	100	100	100
CCURE 9000	2	2	2	2	2
ANG DSS Servers	4	4	0	0	0
Mobile Devices	560	450	450	450	450
Uninterrupted Power supplies	2	2	2	2	2
Taqlanes	45	45	45	45	45
Thin Client	400	400	400	400	400
KVM Switches	200	200	200	200	200
VOIP Phones	1400	1400	1400	1400	1400
VIPER	25	25	25	25	25
Hypervisor	6	6	6	6	6
Virtual Desktop Infrastructure	1 (400 users)	1 (400 users)	1 (400 users)	1 (400 users)	1 (400 users)

PERFORMANCE WORK STATEMENT (PWS)  
FOR  
ID09200007

The software environment varies but is primarily supported on Microsoft operating systems. ANGRC's software footprint has relatively remained similar over the last 5 years with updates occurring regularly. The government expects losses and gains over time to the listed software in table 1-2. Licenses for proprietary software are expected to grow at a rate of 10%. The overall number is not expected to exceed what is noted in table 1-3 below.

**Table 1-3  
Software supporting the ANGRC**

<b>Software Management</b>	<b>FY-20</b>	<b>FY-21</b>	<b>FY-22</b>	<b>FY-23</b>	<b>FY-24</b>
Adobe Pro	250	250	250	250	250
MS Office	1400	1400	1400	1400	1400
DB sign	1400	1400	1400	1400	1400
AF Image	1400	1400	1400	1400	1400
CAD	10	10	10	10	10
Profile Unity	800	800	800	800	800
VMWare	800	800	800	800	800
CommVault	5	5	5	5	5
Veeam(potentially)	10	10	10	10	10
Teradici	600	600	600	600	600
Tableau	50	55	61	66	72
ColdFusion	2	2	2	2	2
SolarWinds	8	8	8	8	8
OpenTEXT	25	25	25	25	25
MS Project	100	100	100	100	100
MS Visio	100	100	100	100	100
SharePoint Designer	50	50	50	50	50

#### 4.0 Government Furnished Property (GFP)

The Government will furnish the necessary workspace for the contractor to perform services outlined in this PWS to include desk space, telephones, computers and other items necessary to maintain an office environment. All utilities in the facility will be available for the contractor's use in the performance of this TO. The contractor shall instruct employees in utilities conservation practices and shall operate under conditions that preclude the waste of utilities.

The Government will furnish applicable Government Furnished Information (GFI) post award, either at the kick-off meeting or during TO performance.

#### 4.1 APPLICABLE DOCUMENTS

- Air Force Instruction (AFI) 10-701, Operations Security
- Air Force Instruction (AFI) 17-100, Air Force Information Technology (IT) Service Management
- Air Force Instruction (AFI) 17-130, Cybersecurity Program Management
- Air Force Manual (AFMAN) 17-1203, Information Technology (IT) Asset Management (ITAM)
- Air Force Manual (AFMAN) 17-1301, Computer Security (COMPUSEC)
- Air Force Manual (AFMAN) 17-1303, Cybersecurity Workforce Improvement Program
- Air Force Policy Directive (AFPD) 17-1, Information Dominance Governance and Management
- Department of Defense Directive (DoDD) 8140.01, Cyberspace Workforce Management

#### 5.0 GSA Invoicing Requirements:

5.1 Documentation Submission: GSA Assisted Acquisition Services (AAS) uses an online Electronic Procurement System called GSA ASSIST. The GSA AAS Business Systems Portal (AASBS) and IT-Solutions Shop (ITSS) website will be used in the administration of this contract. This web-based system (<https://portal.fas.gsa.gov/group/itss-portal/welcome>) shall be used by the Contractor to upload monthly status reports, including invoices, financials, deliverables, response to inquiries and narratives. These monthly status reports must be submitted to the Client Representative via ITSS no later than the 10th workday of every month. The Client Representative will review these reports and will accept or reject Contractor services or deliverables via ITSS, which is the basis for payment to the Contractor (invoices will not be paid without an acceptance in ITSS). Billing and payment shall be accomplished in accordance with the task order and submitted to GSA electronically on ITSS. The contractor's invoice will be for one month, for services performed in the previous month. The contractor may invoice only for the services ordered by GSA and actually used in direct support of the awarded task order. All invoicing will be done electronically under ITSS and GSA Finance. Password and electronic invoice access may be obtained through GSA web site: [www.finance.gsa.gov](http://www.finance.gsa.gov).

5.2 A copy of the invoice will be submitted to the designated COR and GSA PM along with the monthly status report, at the same time that it is submitted for payment. Failure to comply with the procedures outlined above may result in your payment being delayed.

5.3 Invoices for final payment must be so identified and submitted when the task has been completed and no further charges are to be billed. Final invoices shall be submitted no later than 90 days after completion of this task order.

5.4 For travel invoices, the Contractor shall attach a detailed description of the total amount charged and individual charges, the receipts for all items over \$25.00 and a copy of the travel approval that was signed before the travel occurred.

5.5 Release of Claims (ROC) - Invoices for final payment must be so identified by a ROC letter and submitted when the task order has been completed and no further charges are to be billed. The invoice must be marked with the word "FINAL" (even if it is a zero amount).

5.6 Contractor Responsibilities to Receive Payment:

- Contractor must first provide invoices and a completed GSA Form 3025 – Receiving Report to the Government COR for review prior to submitting invoices in ITSS or GSA Finance. The COR will return either an approved GSA Form 3025 or a detailed explanation as to why the invoice was not approved within 5 business days. It is the responsibility of the contractor to resolve issues in a timely manner. Contractor shall submit the approved invoice and the signed GSA Form 3025 into the Central Invoicing System in ITSS. The Monthly Status Report is to be submitted into the Reports section of ITSS for this task. Contractor shall reference the ACT number when submitting requests for client acceptance. A Monthly status report must accompany the approved invoice and Form 3025 in ITSS. Failure to comply will result in automatic invoice rejection. If an invoice is rejected, it is the responsibility of the contractor to notify the GSA Project Manager so that issues can be resolved in a timely manner.
- The Government anticipates that invoicing will be on a monthly basis at one twelve of awarded firm fixed price based on period of performance.

6.0 KEY PERSONNEL

The following are the minimum personnel who shall be designated as “Key.” The Government does not intend to dictate the composition of the ideal team to perform this TO. Lead and supporting personnel associated to the network and client systems required DOD 8570.01M mandated certifications. This requirement requires personnel to meet and maintain IT technical and IT management certifications to manage production networks. The contractor shall ensure each technical and management positions properly meet positional requirements. As key personnel, the government expects personnel placed in these positions are ready to operate from commencement of the contract.

- a. Program Manager (PM)
- b. Plans and Requirements Section Lead
- c. Network Operations Section Lead
- d. Client Support Section Lead

6.1 PROGRAM MANAGER (PM)

It is required that the PM has the following qualifications:

- a. Possess a minimum of five years' experience in leading an IT project or initiatives at the project or program manager level.
- b. Hold one or more of the following management certifications:
  - ITIL
  - SCRUM
  - Lean Six Sigma
  - PMP
- e. Experience working in an Air Force environment

6.2 PLANS AND REQUIREMENTS SECTION LEAD

It is required that the Plans and Requirements Section Lead has the following qualifications:

- a. Experience in Air Force IT Project Planning.
- b. Three or more years of project management experience.
- c. Certified under one or more ITIL, SCRUM, or Lean Six sigma programs. PMP courses are also acceptable.
- d. Experienced in the operations of the Air Force Cyberspace Infrastructure Planning System (CIPS) system.

### 6.3 NETWORK OPERATIONS SECTION LEAD

It is required that the Network Operations Section Lead has the following qualifications:

- a. Possess five or more years' experience in IT data center operations. A minimum of 3 years in a supervisory capacity.
- b. Hold a current DOD 8570.01M Information Assurance Technical (IAT) level 2 certification.
- c. Possess one or more of the following certifications
  - Certified Information Systems Security Professional (CISSP)
  - Cisco Certified Network Professional (CCNP)
  - Microsoft Certified Solutions Engineer (MCSE): Cloud Platform and Infrastructure
  - VMWare Certified Professional (VCP)

### 6.4 CLIENT SUPPORT SECTION LEAD

It is required that the Client Support Section Lead has the following qualifications:

- a. Possess five or more years' experience of customer service related tasks and have a minimum of 3 years in a supervisory experience.
- b. Hold a current IAT level 2 certification
- c. Possess one or more of the following:
  - An advanced Microsoft certification less than 2 years old.
  - Four year degree in customer service, business management, or management studies.
  - Four year degree in computer science, information technology, or information systems.
  - Two year degree in computer science, information technology, or information systems and possess IAT level 3 certification

### 6.5 KEY PERSONNEL SUBSTITUTION

6.5.1 The contractor shall not replace any personnel designated as Key Personnel without the written concurrence of the GSA AAS CO. Prior to utilizing other than personnel specified in proposals in response to a TOR, the contractor shall notify the GSA AAS CO and the COR of the existing TO. This notification shall be no later than ten calendar days in advance of any proposed substitution and shall include justification (including resume(s) and labor category of proposed substitution(s)) in sufficient detail to permit evaluation of the impact on TO performance.

6.5.2 Substitute personnel qualifications shall be equal to, or greater than, those of the personnel substituted. .

### 7.0 Other Direct Costs and Travel

After award, all ODC requests shall receive written COR approval prior to funds being expended. In the event that ODCs are required over \$3,500.00, the Contractor will provide to the COR pricing support documentation from at least 3 sources for all items that are required to be procured, that have an extended price of \$3,500.00 or greater. Pricing support documentation may consist of actual quotes received, price comparisons based on published price schedules such as those found on the GSA Advantage website, or commercial websites. This information will be provided to the COR to make a final determination on procuring the item(s). ODCs will be billed based on actual costs. No payment will be made without back up documentation including purchase approval, pricing support documentation, and receipts. Handling rates and/or fee/profit are not authorized and shall not be applied to ODCs.

The COR must approve all travel requests in writing. Travel accomplished prior to written Government approval shall be at the cost of the contractor. Travel requested by the government will be coordinated with the contractor beforehand and will be funded for by the Government. All travel cost will be reimbursed in accordance with the Joint Federal Travel Regulation (JFTR).

### 8.0 Section 508

PERFORMANCE WORK STATEMENT (PWS)  
FOR  
ID09200007

All Electronic and Information Technology (EIT) procured through this task order must meet the applicable accessibility standards at 36 Code of Federal Regulations (CFR) 1194 unless an agency exception to this requirement exists. 36 CFR 1194 implements Section 508 of the Rehabilitation Act of 1973, as amended.